



Willamette
Dental Group

“ You’re not
going to drill
if you don’t
have to? ”

First In Proactive Dental Care

Form No. 007-WA(9/11)
Contract Form No. 001L-WA(12/10), 001S-WA(1/11) & 001SE-WA(12/10)
Underwritten by Willamette Dental of Washington, Inc.





Proactive dental care
only makes sense,
but not everyone is practicing it.

We are.

At Willamette Dental,
we don't start any treatment
without a thorough evaluation
and planning process.

And we certainly don't drill until we have to.

The sad truth is some dentists do.

But we practice dentistry a little differently.
We've been the leader in [proactive preventive care](#) for
over 40 years.

We believe a healthy mouth is the [foundation of
all dental care](#) and because our focus is health-based
rather than disease-based, our proactive method is
wholly rooted in prevention. [So we're happy to be
known for what we don't do](#) — as well as doing more than
expected — in providing you a lifetime of oral health.

What is proactive dental care?

Proactive dental care focuses on preventive care, which builds on two fundamental beliefs; that **healthy teeth should last a lifetime** and proper care isn't always using invasive treatment. It's about practicing dentistry responsibly: with **honesty, integrity and a dentist-patient partnership** focused on promoting long-term health.

That's what sets us apart. We use the latest scientific evidence with clinical experience to develop an individualized, preventive, health-based treatment plan specifically for you. By providing you with the treatment that directly leads to long-term health, we will help you maintain or regain a healthy mouth for a lifetime of smiles.

A close-up photograph of a young boy with short, dark hair, smiling broadly while brushing his teeth. He is holding a toothbrush in his mouth, and his eyes are looking towards the camera. The background is bright and slightly out of focus, suggesting an indoor setting with natural light. The overall mood is positive and healthy.

What do you mean by “personalized dental care plan”?

During your first visit, your dentist will partner with you to create a personalized dental care plan, prioritizing the things you need to do to improve and sustain good oral health as well as the professional treatments your dentist will perform. It is an overarching plan that will stay with you and evolve over time to meet your changing circumstances.

So every patient actually gets their own personalized dental care plan?

You bet! After all, every person is unique and has unique circumstances. That’s why your dental team first performs a thorough oral examination, then, taking into consideration your overall health, creates a plan just for you and your needs.

Are “evidence-based” and “proactive” dental care related?

Yes. “Proactive” care means we focus on preventing disease rather than treating it surgically. We achieve this by practicing “evidence-based” dentistry, which means all of our services are based on the latest research and years of reliable science, leading to the safest, most effective treatment available.

What are the alternatives to drilling and do they work?

It's our promise that you won't undergo any treatment not directly contributing to your long-term dental health. So drilling, because it's so invasive, is a last resort. And yes — the alternatives do really work! Remineralization is a process that helps teeth actually grow stronger so that a lesion doesn't turn into a cavity. Sealants are another great option to prevent the formation and spread of decay. It's only in cases where less invasive treatment isn't successful that your dentist may opt to drill.

Can tooth decay really be reversed?

Actually, yes! Tooth decay begins below the surface of a tooth, while the surface stays strong. So if the surface remains undamaged there is potential for the area of decay to remineralize without needing a filling. Your dentist can recommend a customized treatment plan, which may include fluoride, xylitol, proper diet and generally good oral hygiene.

You're telling me my teeth can really last a lifetime?

Yep! We believe in proactive dental care. A little prevention today goes a long way. With proper care, your teeth are going to last the rest of your life.

Why would I only get one cleaning per year?

Short answer: because you have great oral health! The truth is that the benefit of a cleaning only lasts about 24 hours. (Hint: it's the brushing and flossing in between cleaning that makes a huge difference.) But everyone is unique.

If you're at high risk for gum disease, your dentist may recommend a cleaning as often as once every three months. If you have great oral health, scientific studies show that one cleaning per year is optimal for you. It comes down to an assessment of your specific needs. All cleaning recommended by your Willamette Dental Group dentist will be covered by your plan.

What are the things I can do as a patient to proactively improve the health of my mouth?

More important than any treatment you receive in our offices, your personal, daily efforts contribute to life-long oral health. This includes brushing, flossing, prioritizing good nutrition, quitting smoking, minimizing soda consumption, controlling your risk for diabetes and heart disease.

What kind of training & experience do your dentists have?

All of our dentists meet our high standards for professional qualifications, licenses, endorsements, and certifications. Most have years of experience, and every dentist participates in our Quality Assurance Program that includes regular peer reviews to ensure optimal care. We actively promote professional development to continually enhance the capabilities of all Willamette Dental Group providers.



Important Features of Your Dental Plan

Willamette Dental Group has been providing quality dental care to school district employees in the Pacific Northwest for over 25 years.

Your Primary Care Dentist

To receive the excellent benefits of your WEA Select Willamette Dental Group plan, you must receive care from a Willamette Dental Group dentist or specialist. We encourage you to establish a long-term relationship with a primary Willamette Dental Group dentist. As a patient, you will work with a consistent team of dental providers, including your dentist, hygienist and dental assistant, to achieve your best oral health. You are free to select your Willamette Dental Group dentist at whichever location is best for you, and may change at anytime.

Your coverage also extends if you are referred to an outside dentist or specialist by your Willamette Dental Group dentist. If referred to an outside dentist or specialist, your copayments remain the same as shown in your Summary of Benefits.

Scheduling an Appointment

To schedule an appointment that meets your scheduling needs, please call our Appointment Center:

Toll Free **1.855.4DENTAL**
(433-6825)

Appointment Center Hours:

Monday – Thursday 7 a.m. to 8 p.m. PST
Friday 7 a.m. to 6 p.m. PST
Saturday 7 a.m. to 4 p.m. PST

The length of wait-time for an appointment may vary based on your choice of provider, dental office location, appointment type and your desired day or time of appointment. Our goal is to get you in within days or weeks to fit your lifestyle.

All of Willamette Dental Group's 54 office locations practice our Simple Scheduling method. Through this model, more appointment types are offered everyday so you can be seen when it fits your schedule and needs.

What to Expect at Your First Visit

During your first visit to our office, you will receive a thorough dental examination that includes X-rays and comprehensive risk assessments. Your dentist will develop a Personal Dental Care Plan based upon your immediate needs, current dental health and long-term oral health goals. This individual plan will include recommendations for cleanings, restorations and preventive treatments. Most patients will receive a cleaning at their first visit, based on the assessment and recommendation from your dentist.

Office Visit Charges

The office visit copayment, found in your Summary of Benefits, applies to all visits (including orthodontia if your group has elected this coverage). The office visit copayment is in addition to other copayments that you may accrue.

At the end of your office visit, you will receive a Statement of Services that will show you the cost savings that you receive by being a participant of the WEA Select Willamette Dental Group insurance plan in comparison with standard dental fees.

Payments may be made by cash, personal check or credit card. All payments should be made at the time of service.

Office Hours

Most Willamette Dental Group offices are open Monday through Friday and occasional Saturdays from 7 a.m. to 6 p.m.

Out-of-town Dental Emergencies

If you are traveling 50 miles or more from a Willamette Dental Group office, you may obtain emergency treatment from any licensed dentist. Emergency dental treatment may be eligible for reimbursement up to the amount stated in your Certificate of Coverage. Upon returning home, contact our Member Services Department for reimbursement.

Member Services

Please direct questions about your dental plan or service to the Willamette Dental Group Member Services Department:

Monday – Friday 8 a.m. to 5 p.m. PST

Phone 1.855.433.6825, Option 3

E-mail memberservices@willamettedental.com

With more than 50 Locations

throughout the Pacific Northwest,

we're likely to have an office in your neighborhood.



Washington Locations

- Bellevue
- Bellingham
- Everett
- Federal Way
- Kennewick
- Kent
- Lakewood
- Longview
- Lynnwood
- Northgate
- Northgate Specialty
- Olympia
- Pullman
- Puyallup
- Renton
- Richland
- Seattle
- Silverdale
- Spokane – Northpointe
- Spokane – South Hill
- Tacoma
- Tumwater
- Vancouver - Hazel Dell
- Vancouver - Mill Plain
- Yakima

Oregon Locations

- Albany
- Beaverton
- Beaverton Specialty
- Bend
- Corvallis
- Downtown Portland
- Eastport
- Eugene
- Gateway Specialty
- Grants Pass
- Gresham
- Hillsboro
- Lincoln City
- Medford
- Milwaukie
- Roseburg
- Salem – Lancaster
- Salem – Liberty
- S.E. Stark
- Stark Specialty
- Springfield
- Tigard
- Tillamook
- Tualatin
- Weidler

Idaho Locations

- Boise
- Coeur d'Alene
- Idaho Falls
- Meridian

Exclusions & Limitations

Exclusions

Bridges, crowns, dentures or any prosthetic devices requiring multiple treatment dates or fittings if the prosthetic item is installed or delivered more than 60 days after termination of coverage.

The completion or delivery of treatments, services, or supplies initiated prior to the effective date of coverage under this dental plan, including the following: a.) an appliance or modification of one, if an impression for it was made prior to the effective date of coverage under this dental plan; or b.) a crown, bridge, or cast or processed restoration, if the tooth was prepared prior to the effective date of coverage under this dental plan.

Dental implants, including attachment devices and their maintenance.

Endodontic services, prosthetic services, and implants that are defective, were not provided in accordance with the professional standard of care, or were provided prior to the effective date of coverage.

Endodontic therapy completed more than 60 days after termination of coverage.

Exams or consultations needed solely in connection with a service or supply not listed as covered in the contract.

Experimental or investigational services or supplies and related exams or consultations. In determining whether services or supplies are experimental or investigational, the Company will consider the following: a.) Whether the services or supplies are in general use in the dental community in the State of Washington; b.) Whether the services or supplies are under continued scientific testing and research; c.) Whether the services or supplies show a demonstrable benefit for a particular illness, disease, or condition; and d.) Whether the services or supplies are proven safe and efficacious.

Full mouth reconstruction, including the extensive restoration of the mouth with crowns, bridges, or implants; and occlusal rehabilitation, including crowns, bridges, or implants used for the purpose of splinting, altering vertical dimension, restoring occlusions or correcting attrition, abrasion, or erosion.

Hospital care or other care outside of a dental office for dental procedures, physician services, or facility fees.

Maxillofacial prosthetic services.

Orthodontic procedures or other orthodontic treatment, including but not limited to the extraction of permanent teeth for tooth guidance procedures, procedures to address tooth movement, and correction of malocclusion, except if the enrollee is eligible for orthodontia benefits.

Personalized restorations.

Plastic, reconstructive, or cosmetic surgery and other services or supplies, which are primarily intended to improve, alter, or enhance appearance.

Prescription and over-the-counter drugs and pre-medications.

Provider charges for a missed appointment or appointment cancelled without 24 hours prior notice are not a benefit.

Removal of a tumor, cyst, or torus; or biopsy of soft or hard tissue.

Replacement of lost, missing, or stolen dental appliances; replacement of dental appliances that are damaged due to abuse, misuse, or neglect.

Replacement of sound restorations.

Services or supplies and related exams or consultations that are not within the prescribed treatment plan and/or are not recommended and approved by a Willamette Dental Group dentist.

Services or supplies and related exams or consultations to the extent they are not necessary for the diagnosis, care, or treatment of the condition involved.

Services or supplies by any person other than a licensed dentist, dentist, hygienist, or dental assistant within the scope of his or her lawful authority.

Services or supplies for the treatment of an occupational injury or disease, including an injury or disease arising out of self-employment or for which benefits are available under workers' compensation or similar law.

Services or supplies for the treatment of any condition occurring during or resulting from military service or a declared or undeclared war.

Services or supplies for treatment of injuries sustained while practicing for or competing in a paid athletic contest of any kind.

Services or supplies for treatment of intentionally self-inflicted injuries.

Services or supplies for which coverage is available under any federal, state, or other governmental program, unless required by law.

Services or supplies that are not listed as covered in the contract.

Services or supplies that would not have been provided or that the enrollee would have had no obligation to pay for in the absence of this dental plan.

Services or supplies where there is no evidence of pathology, dysfunction, or disease other than covered preventive services.

Limitations

If alternative services can be used to treat a condition, the service recommended by the Willamette Dental Group dentist is covered. In the event the enrollee elects a service that is more costly than the service the Willamette Dental Group dentist has approved, the enrollee is responsible for the copayment for the recommended covered service plus the cost differential between reasonable cash value of the recommended service and reasonable cash value of the more costly requested service.

Services or supplies listed in the contract, which are provided to correct congenital or developmental malformations which impair functions of the teeth and supporting structures will be covered for Dependent children if dental necessity has been established. Dental necessity means that treatment is primarily for the purpose of controlling or eliminating infection, controlling or eliminating pain, or restoring function. Orthognathic surgery is covered as specified in the contract, when the Willamette Dental Group dentist determines it is dentally necessary and authorizes the orthognathic surgery for treatment of an enrollee, under age 19, with congenital or developmental malformations.

Crowns, casts, or other indirect fabricated restorations are covered only if dentally necessary and if recommended by the Willamette Dental Group dentist. Crowns, casts, or other indirect fabricated restorations are dentally necessary if provided for treatment for decay, traumatic injury or substantial

loss of tooth structure undermining one or more cusps and the tooth cannot be restored with a direct restorative material or the tooth is an abutment to a covered partial denture or fixed bridge.

When initial root canal therapy was performed by a Willamette Dental Group dentist, the retreatment of such root canal therapy will be covered as part of the initial treatment for the first 24 months. After that time, the applicable copayments will apply. When the initial root canal therapy was performed by a non-participating dentist, the retreatment of such root canal therapy by a Willamette Dental Group dentist will be subject to the applicable copayments.

General anesthesia is covered with the copayments specified in the contract only if: a.) it is performed in a dental office; b.) it is provided in conjunction with a covered service; and c.) the Willamette Dental Group dentist determines that it is necessary because the enrollee is under age 7, developmentally disabled, or physically handicapped.

The services provided by a dentist in a hospital setting are covered if: a.) a hospital or similar setting is medically necessary; b.) the services are pre-authorized in writing by a Willamette Dental Group dentist; c.) the services provided are the same services that would be provided in a dental office and d.) applicable copayments are paid.

The replacement of an existing denture, crown, inlay, onlay, or other prosthetic appliance or restoration is covered if the appliance is more than 5 years old and replacement is dentally necessary due to one of the following conditions: a.) a tooth within an existing denture or bridge is extracted; b.) the existing denture, crown, inlay, onlay, or other prosthetic appliance or restoration cannot be made serviceable; or c.) the existing denture was an immediate denture to replace one or more natural teeth extracted while covered under this dental plan, and replacement by a permanent denture is necessary.

The replacement of a lost occlusal guard is covered only once in a 2-year period. Repair or replacement of a broken or damaged occlusal guard is covered as needed.



Willamette Dental Group

Dental Services Provided by:
Willamette Dental
Group, P.C.

Underwritten by:
Willamette Dental
of Washington, Inc.

6950 NE Campus Way
Hillsboro, OR 97124

www.WillametteDental.com

Willamette Dental® is a
tradename in use by the
Willamette Dental affiliated
companies. These companies
include: Willamette Dental
Insurance, Inc., an Oregon
Health Care Service Contractor;
Willamette Dental of Washington,
Inc., a Washington Limited
Health Care Service Contractor;
Willamette Dental of Idaho,
Inc., an Idaho Managed Care
Organization; and Willamette
Dental Group, P.C., a dental
practice operating in Oregon,
Washington and Idaho.

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Plan Sponsor:



Plan Consultants:



1420 Fifth Avenue, Suite 1200
Seattle, WA 98101
(206) 467-4646

Appointments or Emergencies

Toll Free **1.855.4DENTAL** (433-6825)

Appointment Center Hours

Monday – Thursday 7:00 a.m. – 8:00 p.m. PST
Friday 7:00 a.m. – 6:00 p.m. PST
Saturday 7:00 a.m. – 4:00 p.m. PST

Appointments

The length of wait-time for an appointment may vary based on your choice of provider, dental office location, appointment type and your desired day or time of appointment.

Please contact our Appointment Center at 1.855.4DENTAL (433-6825) for information regarding the next available appointment that meets your scheduling needs.

Emergencies

In the event of a dental emergency, call the Willamette Dental Group Appointment Center at 1.855.4DENTAL (433-6825), option 1. Typically, members can be seen by a Willamette Dental Group dentist for a dental emergency within 24 hours.

To Change An Appointment

Please call the Willamette Dental Group Appointment Center as soon as your plans change to reschedule your dental appointment. If you cancel with less than 24 hours notice, a missed appointment fee will be charged. By giving us advance notice, the provider can try to schedule another patient for that time.

Member Services

Willamette Dental Group has a full staff of member service representatives who will answer any question that you may have about your dental plan or service.

Please reach us:

Toll Free **1.855.4DENTAL** (433-6825)

Monday – Friday: 8 a.m. – 5 p.m. PST
E-mail: memberservices@willamettedental.com
Website: www.WillametteDental.com